

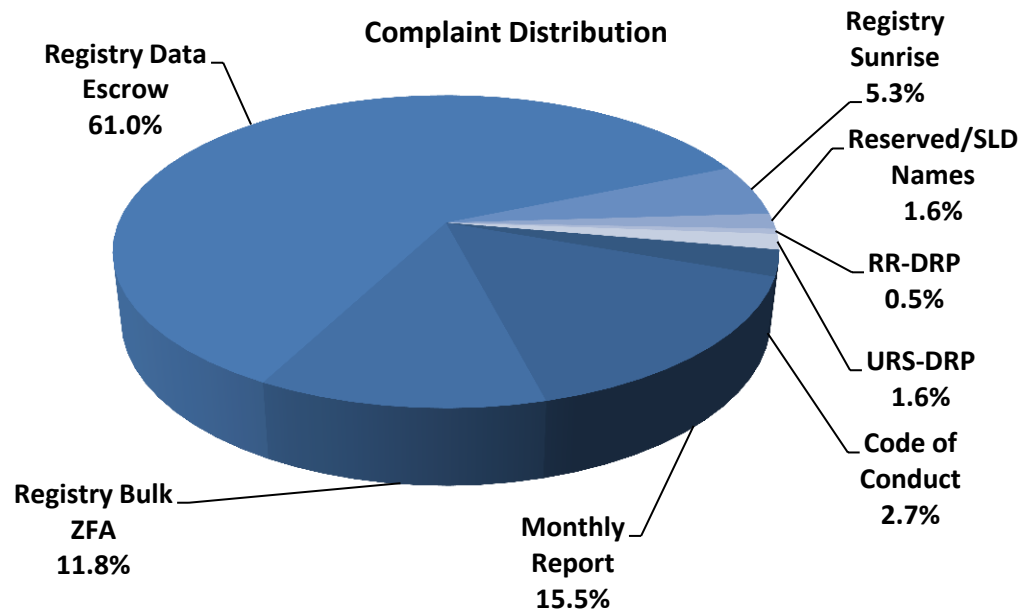
Contractual Compliance

Registry Stakeholder Group

25 March 2014

Registry Complaints Data

Nov 2013 – Feb 2014



| Registry TAT | (in days) |
|--------------------|-----------|
| Avg TAT 1st Notice | 5.1 |
| Avg TAT 2nd Notice | 5.0 |
| Avg TAT 3rd Notice | n/a |

| Enforcements | |
|--------------------|---|
| Volume Breach | 0 |
| Volume Termination | 0 |

| REGISTRY Complaints | Quantity |
|-----------------------------------|------------|
| Code of Conduct | 5 |
| Monthly Report | 29 |
| Registry Bulk ZFA | 22 |
| Registry Data Escrow | 114 |
| Registry – Other | 39 |
| Registry Sunrise | 10 |
| Reserved/SLD Names | 3 |
| RR-DRP | 1 |
| URS-DRP | 3 |
| Total Complaints Processed | 226 |
| Total Complaints Closed | 71 |

Registry Complaint Types

- | | |
|---|---|
| <ul style="list-style-type: none">• Data Escrow• Monthly Reports• SLA• Reserved Names• Registry Fees | <ul style="list-style-type: none">• Wildcard Prohibition• Abuse Contact Data• Registry Operator Code of Conduct• Trademark Claims Notice• Continued Operations Instrument |
| <ul style="list-style-type: none">• Sunrise Processes & Procedures• Centralized Zone File Access• Name Collision – SLDs Blocked• Post-delegation Procedures<ul style="list-style-type: none">• Public Interest Commitments• Registry Restrictions• Trademark Post-Delegation• Rights Protection Mechanism<ul style="list-style-type: none">• Uniform Rapid Suspension | <ul style="list-style-type: none">• Failure to Notify ICANN<ul style="list-style-type: none">• Officer/Board Member Conviction• Bankruptcy |

Lessons Learned Since Launch of Newly Delegated gTLDs

- Generally, registries must comply with their contractual obligations under the Registry Agreement upon delegation.
- Some obligations are triggered upon signing of the Registry Agreement.

Complaint Management Guidelines

Registry receives an inquiry or a notice...now what?

- **Please RESPOND** directly to the email
- Do NOT edit subject line
- Attachments should not be greater than 4MB
- Attachment file formats .pdf,.doc(x), .txt

Compliance Scope

- The [Registry Agreement](#) and applicable [Consensus Policies](#)
- The Dispute Resolution Procedures
 - Public Interest Commitments
 - Community Registration Restrictions
 - Trademark Post-Delegation
 - Uniform Rapid Suspension
- The Sunrise Processes
- The Claims Services Processes
- The Audit is limited to the representations and warranties in Article 1, and the covenants in Article

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Thank You

Please send general questions:

To: Compliance@icann.org

Subject line: **ICANN49 RSG Session**

Wednesday Contractual Compliance Outreach
Session 10:30 – 12:00 at A. Padang

Thursday Contractual Compliance Registry
Outreach Session: 11:00 - 12:30 at Morrison